# Customer Service Report for the Network Branch

**CIT**

For the period: Thursday, March 01, 2007 12:00:00 AM to Saturday, March 31, 2007 11:59:59 PM

| | CREATED | | | | ASSIGNED /PENDING/CHECKED OUT | | | CLOSED | | | AVG MIN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| **Accounts** | | | | | | | | | | | |
| Access/Login | 16 | 0 | 0 | 9 | 0 | 0 | 3 | 4 | 0 | 18 | 1 |
| Account Lockout | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| Deactivate/Close | 2 | 0 | 0 | 117 | 0 | 0 | 0 | 119 | 0 | 0 | 0 |
| Edit Account | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| General Info | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Password Reset | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 6 |
| Register/Open | 7 | 0 | 0 | 365 | 0 | 0 | 2 | 365 | 0 | 5 | 0 |
| Workstation/Add | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 12 | 0 |
| Workstation/Remove | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| **Application Support** | | | | | | | | | | | |
| COTS-QWS3270-Troubleshoot | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| COTS-Windows-Troubleshoot | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Specialized Application | 3 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 6 | 1 |
| Update/Upgrade | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| **Back Office Support** | | | | | | | | | | | |
| Active Directory | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Backup/Restore | 12 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 11 | 1 |
| Configuration | 5 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 1 |
| Create Server Service | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| Permissions/Shares | 61 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 51 | 1 |
| Reset Limits | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Troubleshoot | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| **CIT Categories** | | | | | | | | | | | |
| LISTSERV | 69 | 0 | 0 | 1 | 3 | 0 | 1 | 59 | 1 | 6 | 14 |
| **Connectivity** | | | | | | | | | | | |
| Data lines | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 |
| General Info | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 1 |
| Proxy Server | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 8 |
| TCP/IP | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 5 | 2 |
| **Email** | | | | | | | | | | | |
| General Info | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| MS Outlook | 7 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 7 | 10 |
| Outlook Web Access (OWA) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 6 |
| **Hardware** | | | | | | | | | | | |
| Desktop/Troubleshoot | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| General Info | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 45 |
| Servers/Config/Setup | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Servers/Troubleshoot | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 2 | 13 |
| **Local LAN** | | | | | | | | | | | |
| LocalLAN/Connectivity | 76 | 0 | 0 | 51 | 0 | 0 | 9 | 14 | 0 | 104 | 2 |
| LocalLAN/General Info | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| LocalLAN/Upgrade | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 3 |
| **NIHnet** | | | | | | | | | | | |
| Chronic-Access | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Chronic-Bldg 12 Data Center | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Chronic-DMZ | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Chronic-Other | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 15 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| Chronic-Wireless | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| HazCon-DMZ | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |
| HazCon-FACnet | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| HazCon-Other | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 |
| HazCon-Sterling CIT Data Center | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Impairment-Access | 1 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 24 |
| Impairment-Bldg 12 Data Center | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Impairment-DMZ | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 3 |
| Impairment-FACnet | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 |
| Impairment-NIH Customer | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Impairment-Other | 3 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 10 |
| Impairment-Remote Access VPN | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 6 |
| Impairment-Sterling CIT Data Center | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| Impairment-Wireless | 5 | 3 | 0 | 0 | 0 | 2 | 0 | 0 | 6 | 0 | 6 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| Inquiry | 18 | 10 | 0 | 1 | 0 | 1 | 3 | 5 | 12 | 8 | 13 |
| LAN Closet | 19 | 2 | 0 | 2 | 0 | 1 | 1 | 1 | 11 | 9 | 4 |
| Maintenance-Access | 3 | 2 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 2 |
| Maintenance-Bldg 12 Data Center | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Maintenance-DMZ | 1 | 6 | 0 | 1 | 0 | 3 | 1 | 1 | 3 | 0 | 1 |
| Maintenance-Facilities HVAC | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 2 |
| Maintenance-Facilities Other | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Maintenance-Facilities Power | 10 | 3 | 0 | 1 | 0 | 3 | 0 | 5 | 5 | 1 | 5 |
| Maintenance-FACnet | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| Maintenance-NIH Customer | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 0 | 2 | 1 | 0 |
| Maintenance-Other | 13 | 16 | 0 | 3 | 2 | 9 | 2 | 8 | 9 | 2 | 2 |
| Maintenance-Remote Access Parachute | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Maintenance-Remote Access VPN | 0 | 5 | 0 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| Maintenance-Wireless | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Network NMS-Device Config Backup | 0 | 13 | 0 | 0 | 0 | 1 | 0 | 0 | 10 | 2 | 0 |
| Network NMS-NMS Element Manage | 1 | 9 | 0 | 1 | 0 | 3 | 0 | 0 | 8 | 0 | 0 |
| Network NMS-NMS Element Un-manage | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| Network Sec-Firewall | 2 | 4 | 0 | 44 | 0 | 0 | 12 | 0 | 4 | 34 | 0 |
| Network Sec-Other | 3 | 5 | 0 | 3 | 1 | 0 | 3 | 0 | 3 | 4 | 0 |
| Network Sec-Router ACL | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 4 |
| Outage-Access | 5 | 3 | 0 | 0 | 0 | 1 | 0 | 3 | 2 | 2 | 1 |
| Outage-FACnet | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 1 |
| Outage-NIH Customer | 3 | 5 | 0 | 0 | 0 | 1 | 0 | 3 | 3 | 1 | 7 |
| Outage-Other | 2 | 7 | 0 | 0 | 0 | 1 | 0 | 2 | 5 | 1 | 1 |
| Outage-Remote Access VPN | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 22 |
| Outage-Sterling CIT Data Center | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Outage-Wireless | 0 | 12 | 0 | 3 | 0 | 1 | 1 | 0 | 8 | 5 | 16 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| Server Support-DNS | 3 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 3 | 2 | 22 |
| Server Support-Listserv | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Server Support-Other | 5 | 13 | 0 | 1 | 0 | 0 | 1 | 2 | 11 | 5 | 0 |
| Server Support-Server Admin | 1 | 5 | 0 | 1 | 0 | 0 | 1 | 0 | 5 | 1 | 0 |
| Service Prov-Access | 7 | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 0 | 3 | 4 |
| Service Prov-Bldg 12 Data Center | 6 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 6 | 3 |
| Service Prov-FACnet | 7 | 1 | 0 | 0 | 0 | 0 | 7 | 0 | 1 | 0 | 0 |
| Service Prov-IP Address Admin | 18 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 16 | 1 |
| Service Prov-Other | 19 | 3 | 0 | 1 | 0 | 0 | 3 | 3 | 9 | 8 | 4 |
| Service Prov-Port Add | 69 | 2 | 0 | 2 | 0 | 2 | 10 | 1 | 18 | 42 | 8 |
| Service Prov-Port Change | 33 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 11 | 22 | 2 |
| Service Prov-Wireless | 1 | 1 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |
| **Security** | | | | | | | | | | | |
| Security Awareness Training | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | DCS | Ntwk | Web | Other | DCS | Ntwk | Other | DCS | Ntwk | Other | To Close |
| **Unix Support** | | | | | | | | | | | |
| Unix Support | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 2 | 0 |
| **Web Site Issue (non-CIT)** | | | | | | | | | | | |
| Inaccessible | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 6 | 0 | 0 | 4 |
| Other | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 8 |
| **Wireless Services** | | | | | | | | | | | |
| BB/Configuration/Setup | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 5 |
| WN/Troubleshoot | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 13 |
| **Grand Total:** | 578 | 167 | 0 | 663 | 8 | 46 | 84 | 629 | 187 | 454 | 3 |

| | |
| --- | --- |
| **Total Tickets Closed:** | **1270** |
| **Total Tickets Assigned/Pending/Checked Out:** | **138** |
| **Total Tickets Created:** | **1408** |